

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
Bureau of Turnpikes**

**Request for Information (RFI) for Back Office Systems to Support Electronic
Tolling, Video Tolling and Violation Processing.**

RFI ISSUED.....May 9, 2014

RFI PRESENTATIONS.....May 28th and 29th, 2014

**AT:36 Hackett Hill Road
Hooksett, NH 03106**

**STATE CONTACT.....John Corcoran, Assistant
Administrator, JCorcoran@dot.state.nh.us, Office phone: (603) 485-3806**

RFI RESPONSES DUE.....May, 30, 2014

**DELIVERED TO:.....John Corcoran,
Assistant Administrator, 36 Hackett Hill Road, Hooksett, NH 03106**

1 INTRODUCTION AND PURPOSE

This Request for Information (RFI) is being issued by the New Hampshire Department of Transportation's Bureau of Turnpikes (NHDOT) for information related to Back Office Systems that support electronic toll collection, video tolling and violations processing.

The intent of this RFI is to provide the NHDOT with an assessment and understanding of the back office products and services that are currently available in the market place. The information gathered from this RFI will support the development of a Request for Proposals (RFP) for a new back office system and operational services to support the NHDOT's E-ZPass, video tolling and violation enforcement programs.

Interested parties are invited to provide information on their products, systems and services that are applicable to this RFI.

Interested parties may provide and submit responses to this RFI in accordance with the guidelines and schedule set forth herein.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
Bureau of Turnpikes**

2 NEW HAMPSHIRE TURNPIKE SYSTEM DESCRIPTION

The NHDOT operates a Turnpike System that is comprised of three (3), non-contiguous, limited-access highways: the Blue Star Turnpike (I-95) and the Spaulding Turnpike (collectively referred to the Eastern Turnpike) and the F.E. Everett Turnpike (also known as the Central Turnpike). The Turnpike System is comprised of an open barrier tolling system that includes both a conventional Cash/E-ZPass toll collection system as well as an Open Road Tolling system. The NHDOT is a Full Member of the E-ZPass Group and processes all of its electronic toll transactions in accordance with the E-ZPass Group's file specifications.

The current NHDOT E-ZPass back office system and operations are being provided by Xerox Corporation under a Cost for Services contract. This contract is due to expire in the 4th Quarter of 2016. The services currently provided by the NHDOT E-ZPass back office system include the following:

- Call Center Services
- E-ZPass Account Management
- Pay-by-Plate Account Management (Pre-Pay and Post-Pay)
- Transaction Processing
- Anonymous Account Management
- E-ZPass Reciprocity
- Transponder Management
- Transponder Leasing
- Transaction and Revenue Reconciliation
- License Plate Image Review
- Violations Processing
- NHDOT DMV Hold Process
- Toll Rate Discounts
- Interactive Voice Response (IVR) System
- Local Walk-In Centers (3)
- Mail House Operations
- Lockbox Operations
- E-ZPass NH Website Hosting
- E-ZPass On-the-Go Retail Sales
- Financial and other 3rd Party Interfaces
- E-ZPass Plus

In addition to these current functions the NHDOT is also considering and or evaluating future functionality such as:

- E-ZPass Cash Reload Card

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
Bureau of Turnpikes**

- Ad-Hoc or configurable specialty notifications to patrons
- Additional discount or frequency plans
- Address cleansing
- Mobile Phone Applications
- Achieving MAP-21 Compliance
- DMV hold processing outside of New Hampshire
- AET payment options
- PCI compliance & functionality
- DOT ability to operate the WIC
- Ability to participate in the ATI hub

The following are 2013 statistics from the NHDOT's tolling system:

- Annual Transactions – 109.5 million (approx.)
- Annual Revenue - \$116 million (approx.)
- E-ZPass Transactions – 75 million (approx.)
- E-ZPass Participation Rate – 69% (approx)
- Home vs. Away Agency E-ZPass Transactions – 51 Million Home, 24 Million Away (approx.)
- Total NHDOT E-ZPass Accounts – 327,000 (approx.)
- Total NHDOT E-ZPass Transponders in circulation – 556,000 (approx.)
- Total Transponders Issued Annually – 66,000 (approx.)
- Total Accounts Opened Annually – 36,000 (approx.)
- Violation Notices Sent Annually – 900,000 (approx.)
- Average Daily CSR Calls - 580
- Average Daily IVR Calls - 400
- Average Daily Web Hits – 13,000

3 RESPONSES & SCHEDULE OF EVENTS

The NHDOT is not seeking a proposal from a vendor at this time. Rather, the NHDOT is seeking information from all vendors with reference to this proposed project. Ultimately the information provided will support the NHDOT's efforts to prepare a meaningful RFP that will receive a favorable response from several vendors. As a guide to assist in preparation of any RFI presentation and or response material the NHDOT is interested in the following:

- Overall Back Office services and product offerings
- Potential NHDOT specific solutions or offerings as noted above.
- Past and current deployments, services, external auditing (SSAE 16 SOC1) or projects
- CSC Hosting and call center staffing options (i.e. in-state, out-of-state, in-house staff, outsourced staff, etc.)

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
Bureau of Turnpikes**

- Data Migration (experiences, timeframe needed, complexities, risks, needs, testing, etc.)
- Deployment (experience, timeframe needed, complexities, risks, needs, testing, etc.)
- Payment models (i.e. transaction based, account based, flat rate, pass through costs, etc.)
- Ease of system access – user friendly system for access to accounts and violation research.
Consolidated information so operator doesn't need to access several screens.

The NHDOT will use the information provided by vendors in response to this RFI in preparing the RFP for some or all of the products and services described herein. None of the materials provided in this RFI will be used to evaluate potential suppliers of products and vendors requested, or used in any way as part of the evaluation of proposals received in response to the RFP. Vendors are however advised that materials provided in response to this RFI may be used as a basis for developing requirements and specifications for the requested back office systems and services. Under no circumstances will the NHDOT be responsible for any costs incurred by a vendor in responding to this RFI.

Interested parties may respond to this RFI by making a formal presentation to the NHDOT and or by submitting hard copy information in accordance with the schedule of events below.

The following is the anticipated schedule for this RFI:

- Issue RFI May 9, 2014
- RFI Presentation RSVP Deadline May 19, 2014
- RFI Presentation Period & Times May 28, 29 and 30 (if needed)
 - May 28:
 - 11:00 am – 12:30 pm
 - 1:00 pm – 2:30 pm
 - 2:45 pm – 3:15 pm
 - 3:30 pm – 5:00 pm
 - May 29:
 - 8:30 am – 10:00 am
 - 10:15 am – 11:45 am
 - 1:00 pm – 2:30 pm
 - 2:45 pm – 3:15 pm
 - 3:30 pm – 5:00 pm
- RFI Written Responses Due May 30, 2014

4 PRESENTATIONS

Those parties interested in making a presentation to the NHDOT may do so by making a request no later than the date above. Presentations will be limited to no more than 90 minutes. Time slots for

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
Bureau of Turnpikes**

presentations will be assigned on a first come first serve basis during the dates specified above. Request for a presentation time slot shall be made with the designated NHDOT contact.

5 HARD COPY MATERIAL

Hard copy materials may also be submitted in response to this RFI. There is no page limit; however brevity and conciseness are encouraged. One electronic copy shall also be provided. Hard copy materials should be submitted to the address listed on page 1 no later than the date specified above.

6 VENDOR CONTACT

Please provide a main contact name, address, e-mail address and telephone number in each response.

7 LIABILITY

This RFI is completely voluntary and is not a pre-qualification for any future procurement. This RFI has been issued to obtain information only and is not intended to result in a contract or vendor agreement with any respondent.

This solicitation for information does not commit the State to publish an RFP, RFB, or award a contract. The State shall not be liable for any costs incurred by the vendor in preparation of its response. Further, it is understood that the described back office needs can cover a wide variety of services and products. Any company regardless of size or service specialty is encouraged and welcomed to participate in this RFI. Interested respondents are requested to provide hard copy materials as well as an optional presentation to be held on-site in New Hampshire.

8 CLOSING

The NHDOT thanks you for your efforts in preparing a response. We anticipate that the information gathered in this project will be highly beneficial and will assist the State in making the best decisions related to the procurement of a back office system and services.